

Service Accent

Sage Live Link Setup & User Guide

2014



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Introduction

Welcome to the Service Accent Sage Live Link Setup and User guide.

This chapter contains the following topic

- Overview Of Sage Live Link
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider



Overview Of Sage Live Link

The Service Accent Sage Live Link module is a real time link into Sage 50 Accounts 2008 and Sage 50 Accounts 2009.

The Service Accent Sage Live Link module allows customer records that are created or amended in Service Accent to automatically update the customer record in Sage 50 Accounts.

Invoices created in Service Accent can be automatically posted into Sage 50 Accounts.

The Service Accent Sage Live Link module is a one way connection, that is, any changes made to customers records in Sage 50 Accounts will not update Service Accent.



The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** - this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link Setup & User Guide** - this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent SMS & Email Notifications Setup & User Guide** - this document describes how to use Service Accent SMS & Email Notifications.
- **Service Accent Wireless Setup Guide** - this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** - this document describes how to use Service Accent Wireless.
- **Service Accent Remote Customer User Guide** - this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** - this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** - this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** - this document describes how to configure and use Service Accent Messaging.
- **Service Accent Mobile User Guide** - this document describes how to use Service Accent Mobile.




About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – an overview of Sage Live Link, documentation conventions, and Vantage Computing contact information.
- **Chapter 2: How to setup Sage Live Link** – details on how to setup Sage Live Link.
- **Chapter 3: How to use Sage Live Link** – details on how to use Sage Live Link.

Documentation Conventions

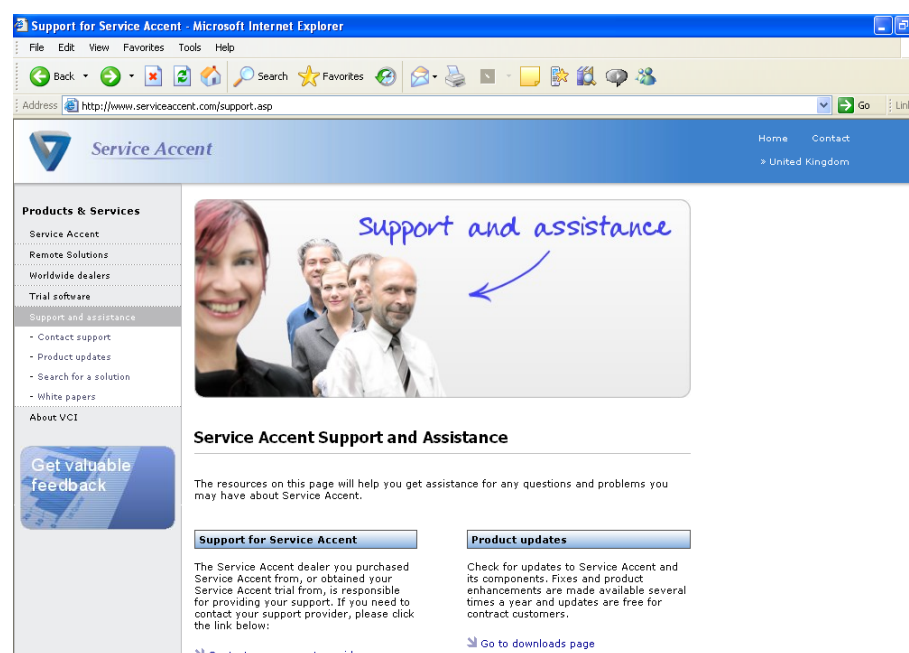
The following icons highlight particular sections.

-  **Caution** – failure to observe the caution described in this section may prevent Service Accent Online Meter Billing from operating properly.
-  **Note** – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.
-  **Hint** – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



How to set up Sage Live Link

Before you start using Sage Live Link, you need to configure Sage 50 Accounts 2008/2009 and Service Accent.



Sage Live Link is an optional module and only works with version 203 or greater of Service Accent and Sage 50 Accounts 2008 and for Sage 50 Accounts 2009 Service Accent version 204 or greater is required.

For the purpose of this manual Sage 50 Accounts 2008 and Sage 50 Accounts 2009, will be referred to as Sage 50 Accounts.

Sage 50 Accounts Configuration

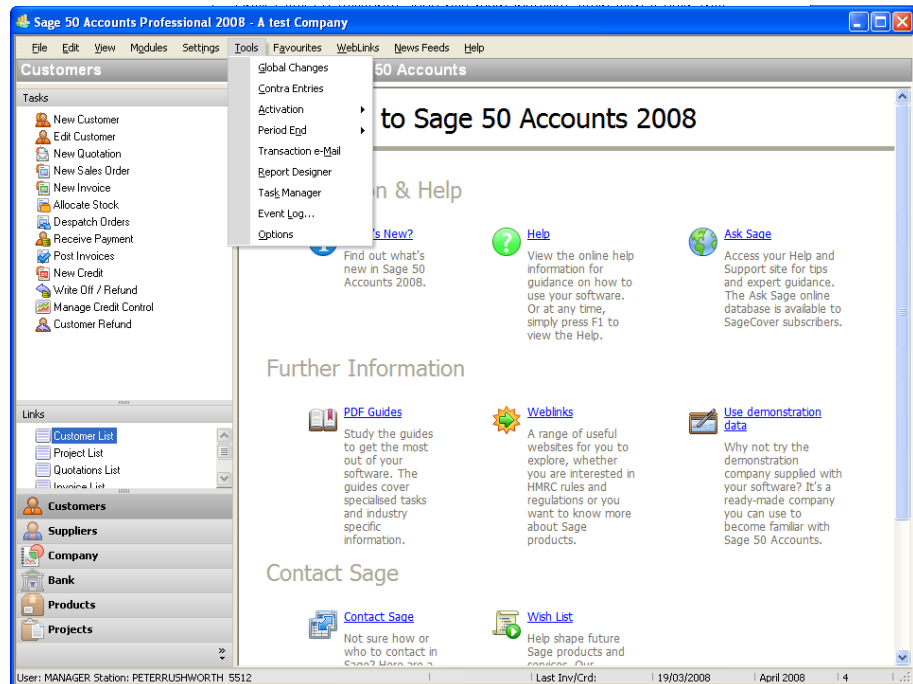
If not already done so, install Sage 50 Accounts by referring to the installation documentation supplied.

To configure Sage 50 Accounts

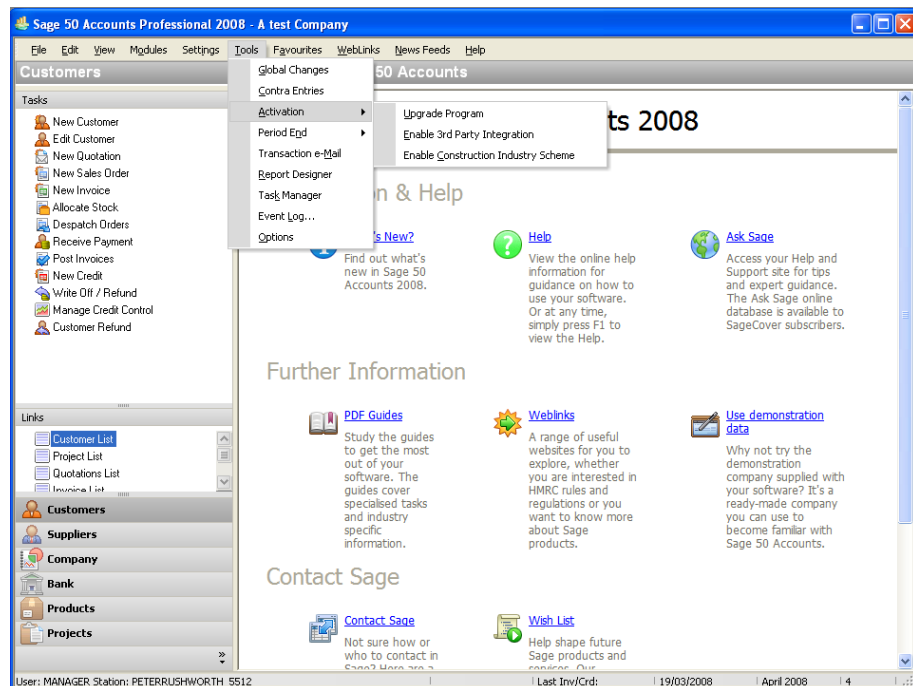
1. Login to Sage 50 Accounts with a user that has administrative rights.
2. The following or similar will be displayed



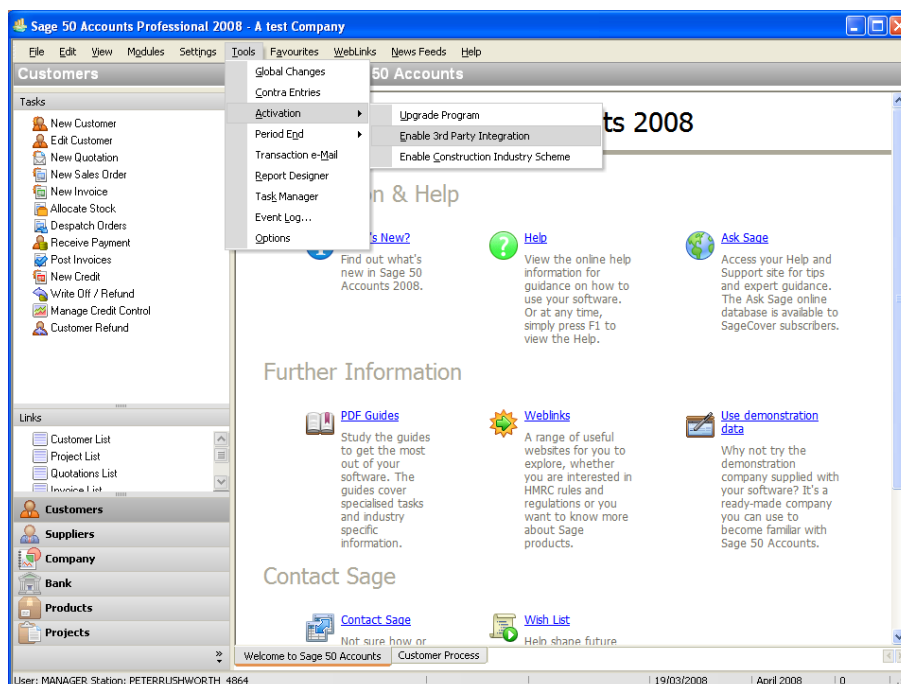
3. Click **Tools**



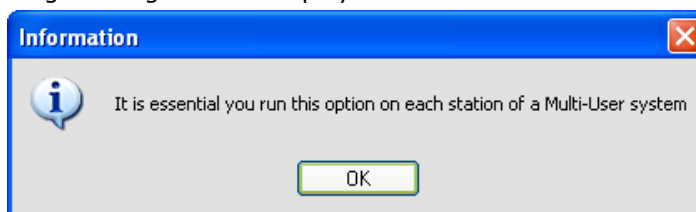
4. Click **Activation**



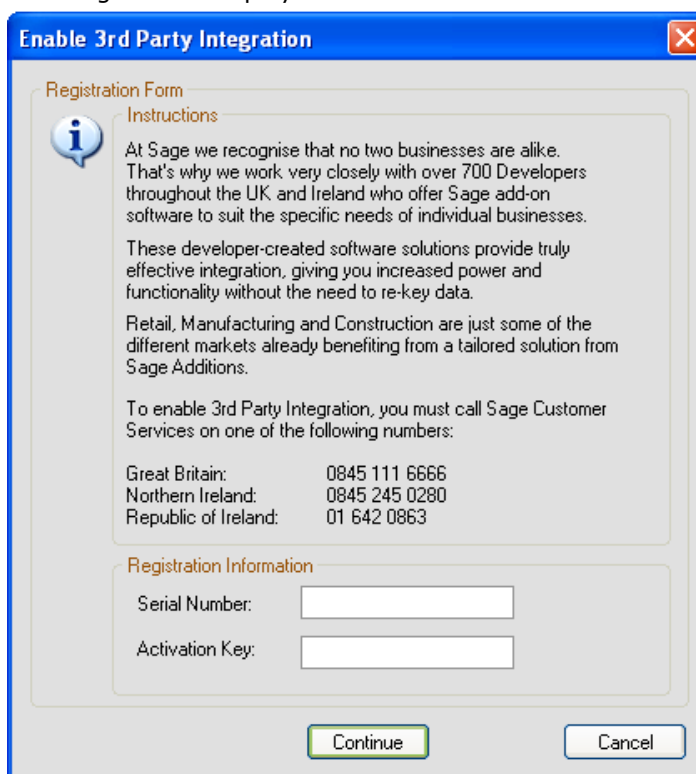
5. Click **Enable 3rd Party Integration**



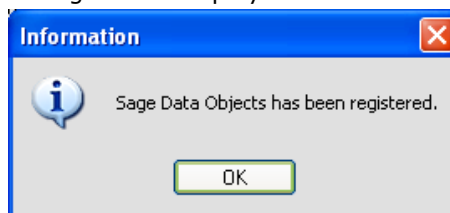
6. If you are using a multi-user version of Sage 50 Accounts, this configuration will have to be performed on each workstation. The following message will be displayed



7. Click **OK** to acknowledge the message
8. The following is then displayed



9. Contact Sage customer services on one of the numbers shown to get your **Serial Number** and **Activation Key**. Then enter these in the applicable area.
10. Click **Continue** and if the **Serial Number** and **Activation Key** are correct, the following will be displayed



11. Click **OK** to acknowledge the message.

Service Accent Configuration

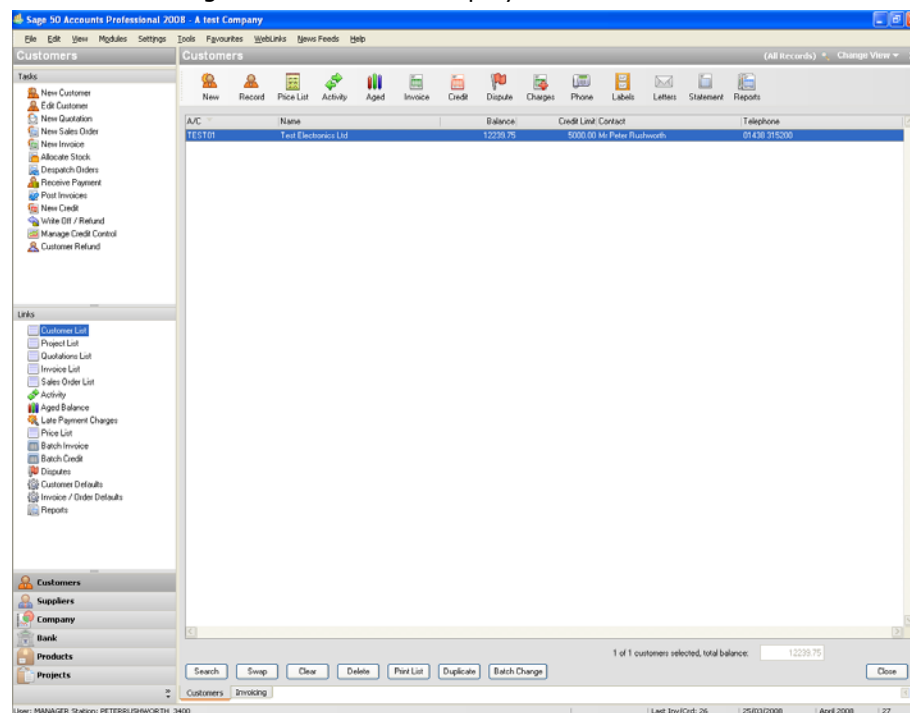
Sage 50 and Service Accent Invoice Numbers



When Service Accent posts invoices or credits to Sage 50 Accounts, the Service Accent invoice number or credit note number is replaced with the next sequential Sage 50 Accounts invoice number or credit note number. Therefore it is imperative that the invoice and credit numbers in Service Accent are setup to match the invoice and credit numbers in Sage 50 Accounts.

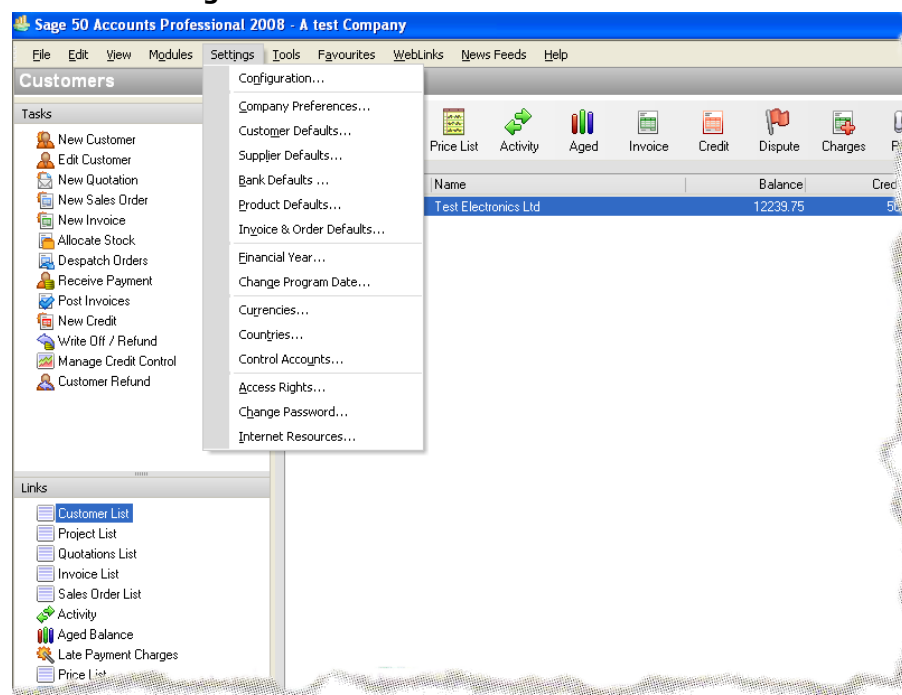
To synchronise Sage 50 Accounts & Service Accent Invoice Numbers

1. The following or similar will be displayed

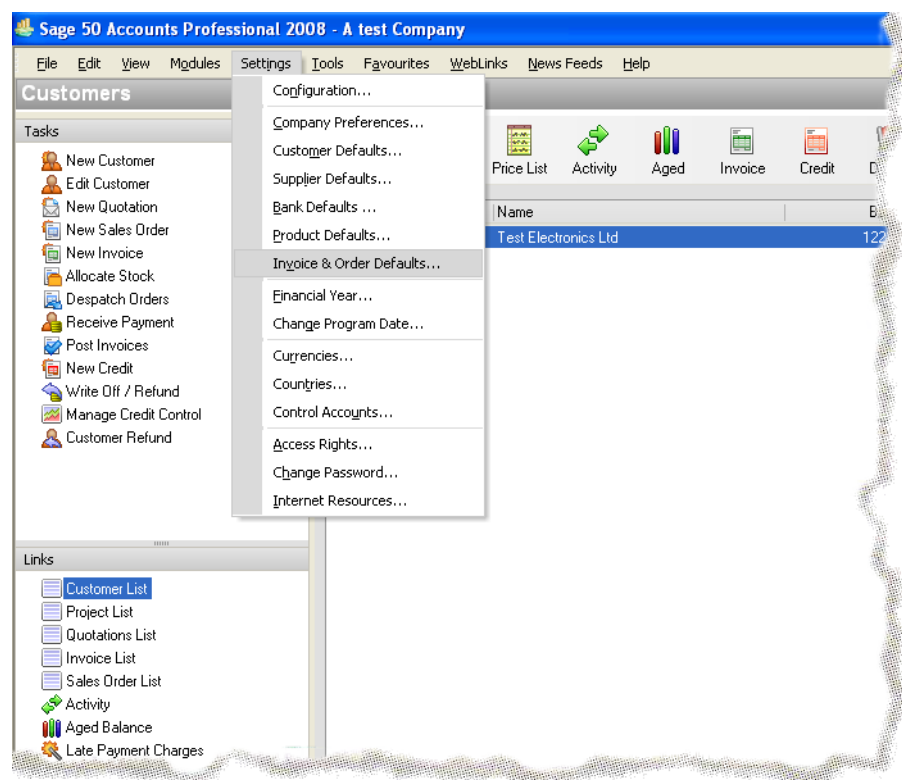




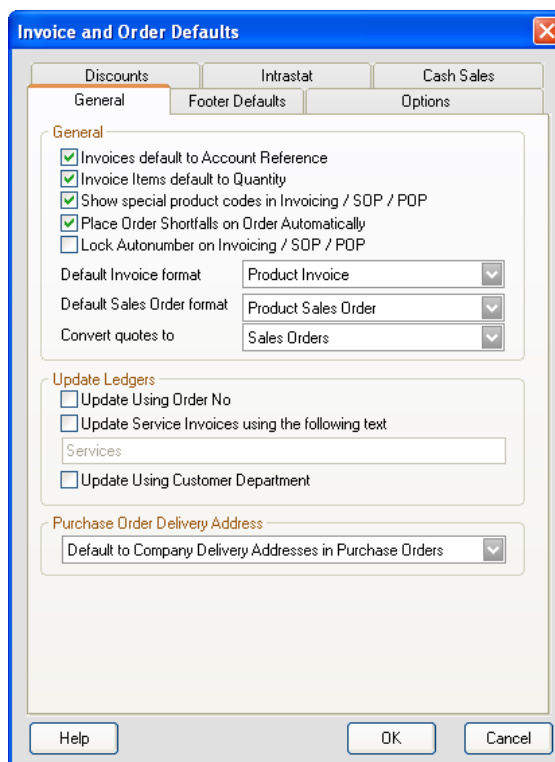
2. Click **Settings**



3. Click **Invoice & order defaults**



4. The following will appear



Invoice and Order Defaults

Discounts | Intrastat | Cash Sales

General | Footer Defaults | Options

General

- ☒ Invoices default to Account Reference
- ☒ Invoice Items default to Quantity
- ☒ Show special product codes in Invoicing / SOP / POP
- ☒ Place Order Shortfalls on Order Automatically
- ☐ Lock Autonumber on Invoicing / SOP / POP

Default Invoice format: Product Invoice

Default Sales Order format: Product Sales Order

Convert quotes to: Sales Orders

Update Ledgers

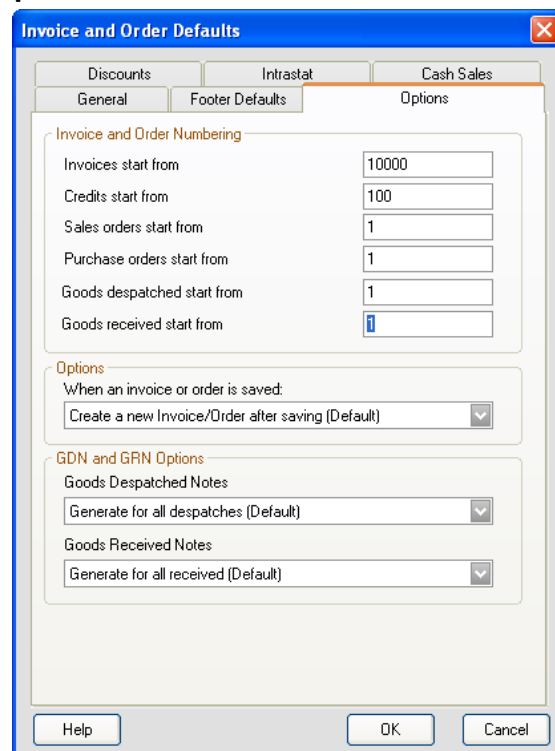
- ☐ Update Using Order No
- ☐ Update Service Invoices using the following text
Services
- ☐ Update Using Customer Department

Purchase Order Delivery Address

Default to Company Delivery Addresses in Purchase Orders

Help OK Cancel

- Click the **Options** tab



Invoice and Order Defaults

Discounts | Intrastat | Cash Sales

General | Footer Defaults | Options

Invoice and Order Numbering

Invoices start from: 10000

Credits start from: 100

Sales orders start from: 1

Purchase orders start from: 1

Goods despatched start from: 1

Goods received start from: 1

Options

When an invoice or order is saved:
Create a new Invoice/Order after saving (Default)

GDN and GRN Options

Goods Despatched Notes
Generate for all despatches (Default)

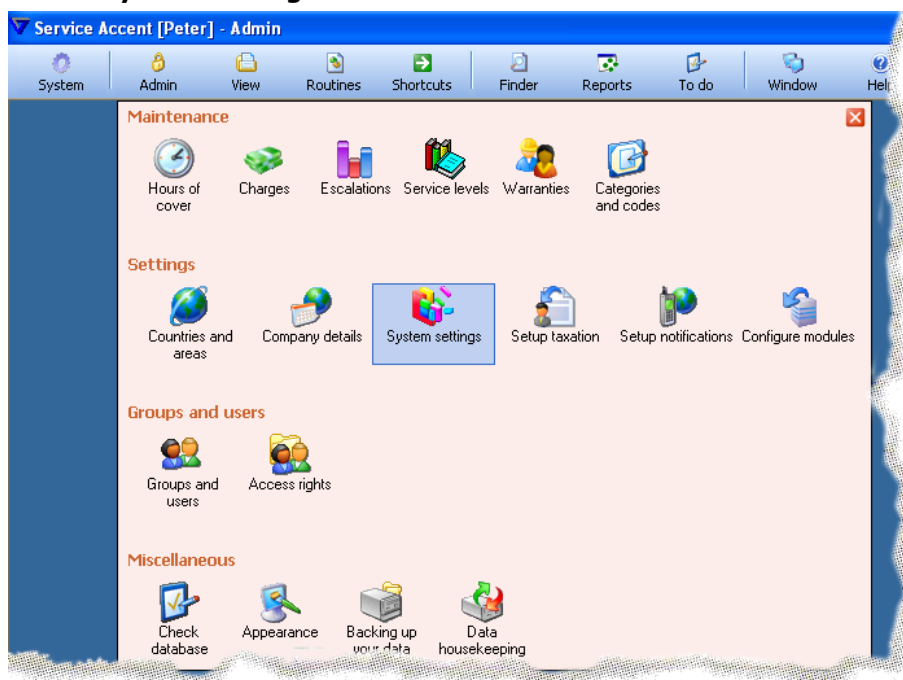
Goods Received Notes
Generate for all received (Default)

Help OK Cancel

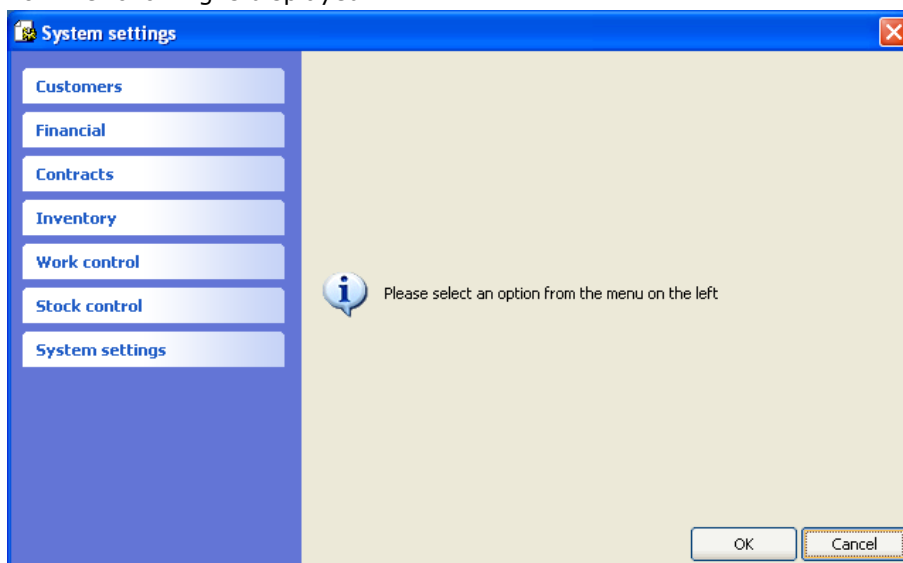
- Take a note of the **Invoices start from** and **Credits start from** numbers as these will be used in Service Accent.
- Click **Cancel** to close the **Invoice and order defaults** screen.
- The next step is configure Service Accent with these invoice and credit note numbers.



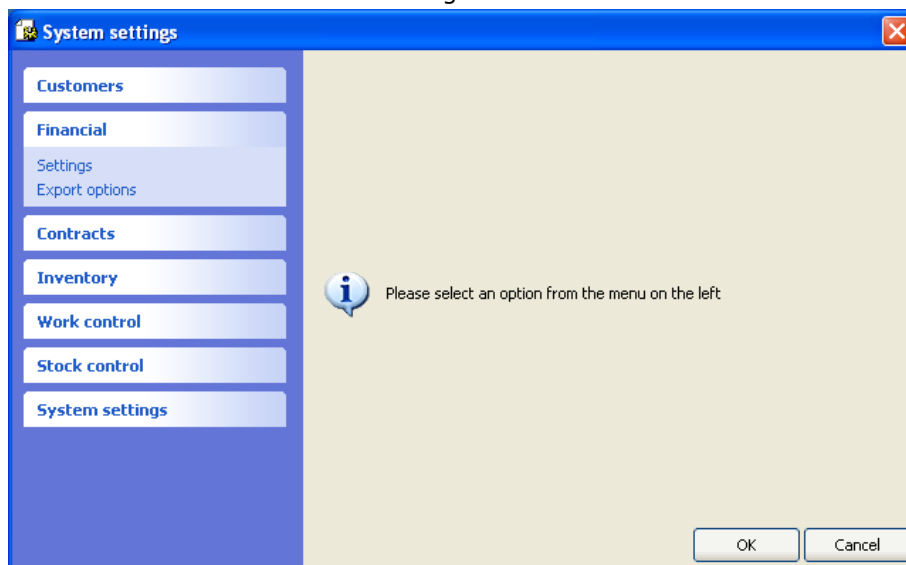
9. Click **Admin** from the Service Accent button bar, under **Settings**, click the **System settings** icon.



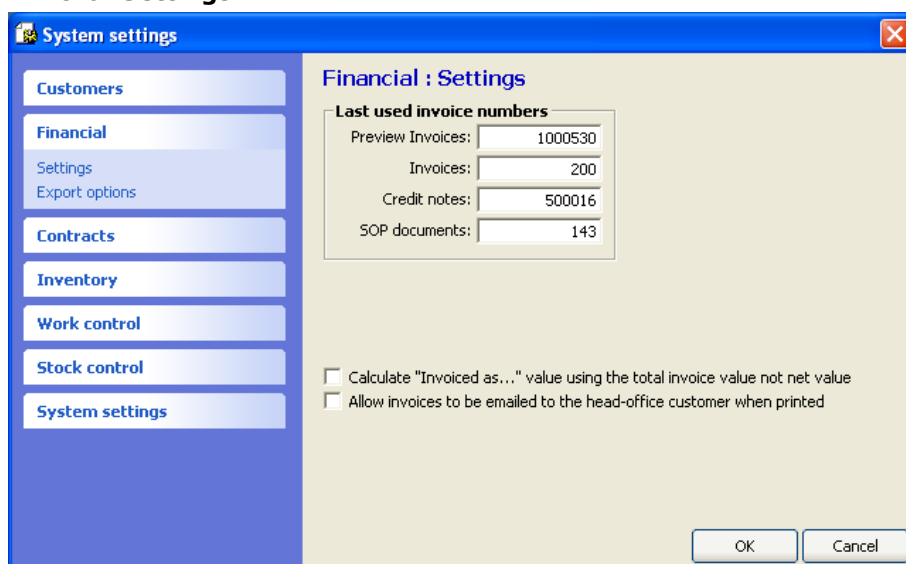
10. The following is displayed



11. Click **Financial** and the following is shown



12. Click **Settings**



If the Service Accent invoice number or credit note number are greater than the invoice number and credit note number in Sage 50 Accounts (see page 10) then you will have to increase the numbers in Sage 50 Accounts to be one more than the ones in Service Accent. This is because invoices and credits will already have been generated in Service Accent with an invoice/credit number that may possibly be overwritten by the Sage 50 Accounts invoice/credit number.

13. In the **Invoices** field, change the **last used invoice number** to the Sage 50 Accounts invoice number minus 1 (as noted on page 10).
14. In the **Credit notes** field, change the **last used invoice number** to the Sage 50 Accounts credit note number minus 1 (as noted on page 10).
15. Click **OK** to save the new settings.



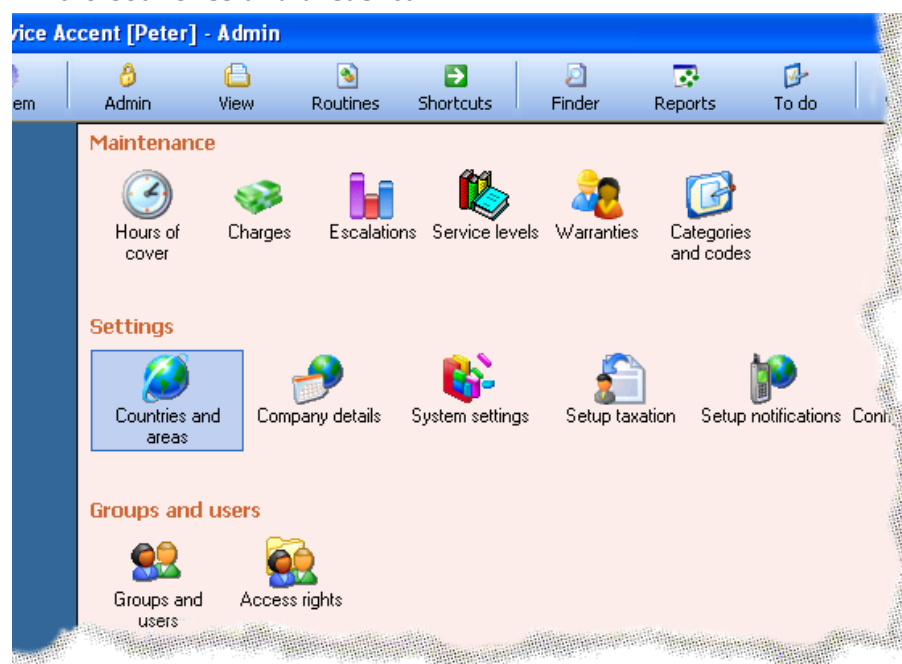
Changing the Country Code in Service Accent

Sage 50 Accounts has specific codes for each country and as such you will need to configure the country code in Service Accent to match the applicable code in Sage 50 Accounts.

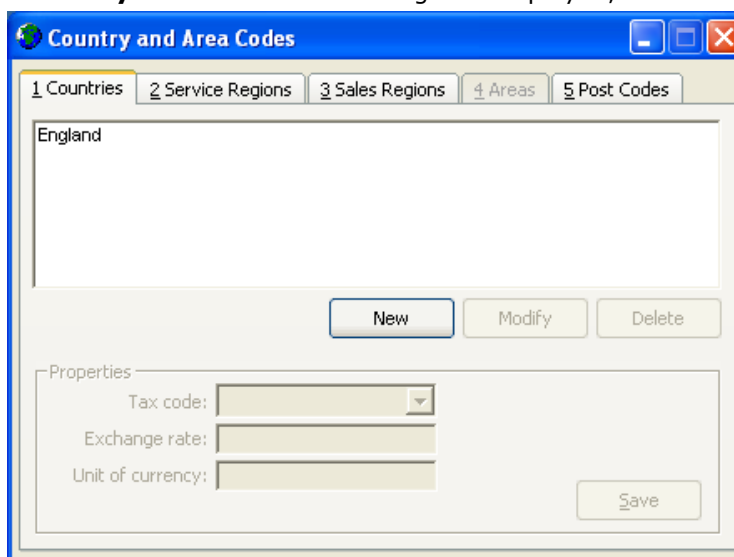
Changing the country code in Service Accent will automatically populate the whole of the Service Accent database.

To change the country code

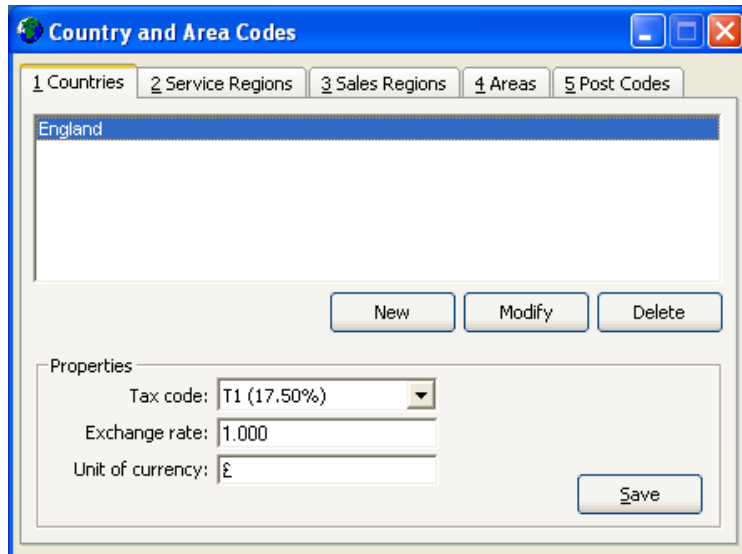
1. Click **Admin** from the Service Accent button bar, under **Settings**, click the **Countries and areas** icon.



2. The **Country and Area Codes** dialogue is displayed;

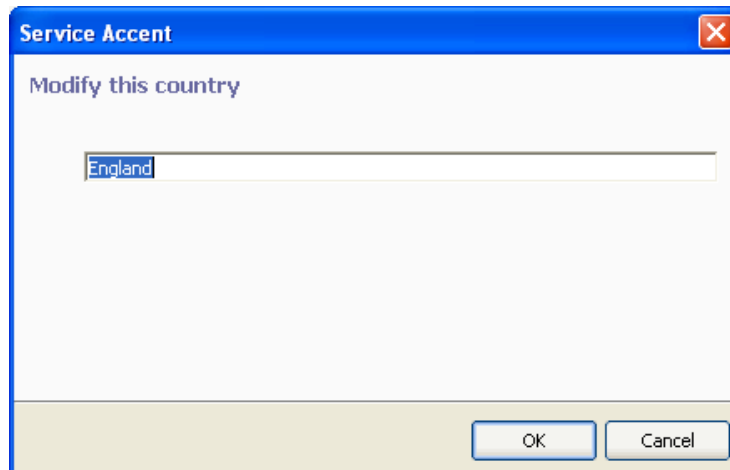


3. Highlight the country code to change



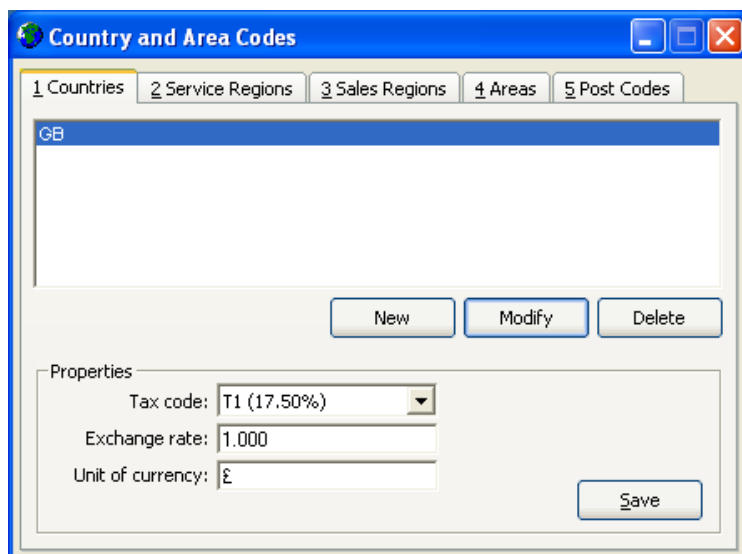
The 'Country and Area Codes' dialog box has five tabs: '1 Countries', '2 Service Regions', '3 Sales Regions', '4 Areas', and '5 Post Codes'. The '1 Countries' tab is active, showing a list with 'England' selected. Below the list are 'New', 'Modify', and 'Delete' buttons. A 'Properties' section contains a 'Tax code' dropdown set to 'T1 (17.50%)', an 'Exchange rate' text box with '1.000', and a 'Unit of currency' text box with '£'. A 'Save' button is at the bottom right.

4. Click **Modify**



The 'Service Accent' dialog box has a title bar with a close button. The main text says 'Modify this country'. Below it is a text box containing 'England'. At the bottom are 'OK' and 'Cancel' buttons.

5. Enter the correct Sage 50 Accounts country code for this country. In this example, the code is **GB**. Please refer to your Sage 50 Accounts 2008 user manual for further country codes.
6. Click **OK**



The 'Country and Area Codes' dialog box is shown again with the '1 Countries' tab active. The list now shows 'GB' instead of 'England'. The 'Properties' section remains the same. The 'Save' button is still present.

7. Click **Save** to save the modified country code.

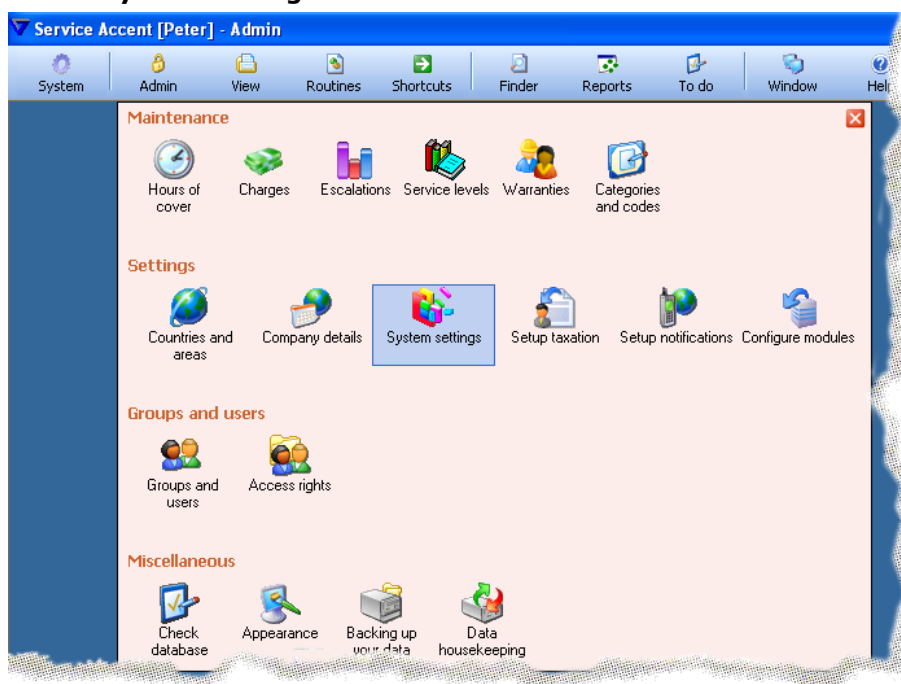


Assigning the Export options in Service Accent

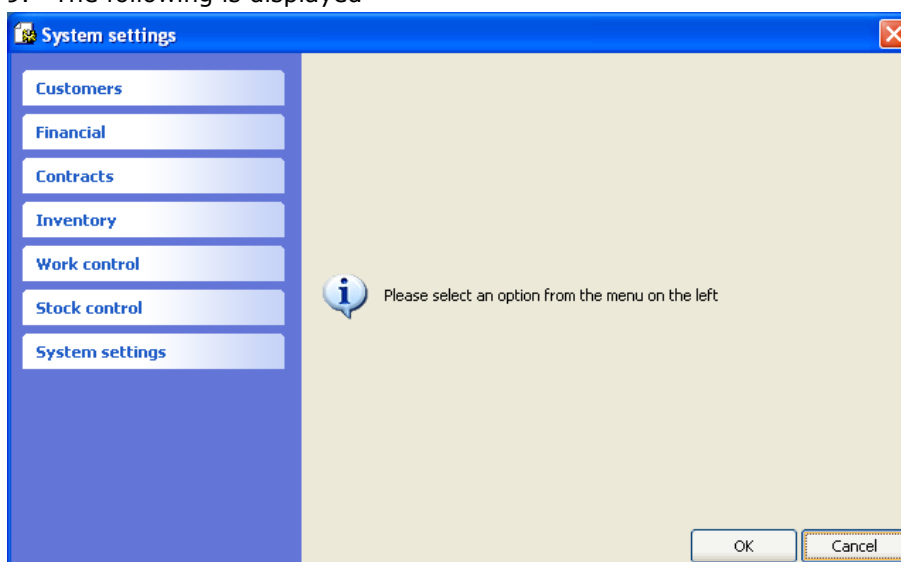
Before you can automatically post invoices and credits to Sage 50 Accounts, each workstation running Service Accent has to have the correct export options assigned.

To assign the export options

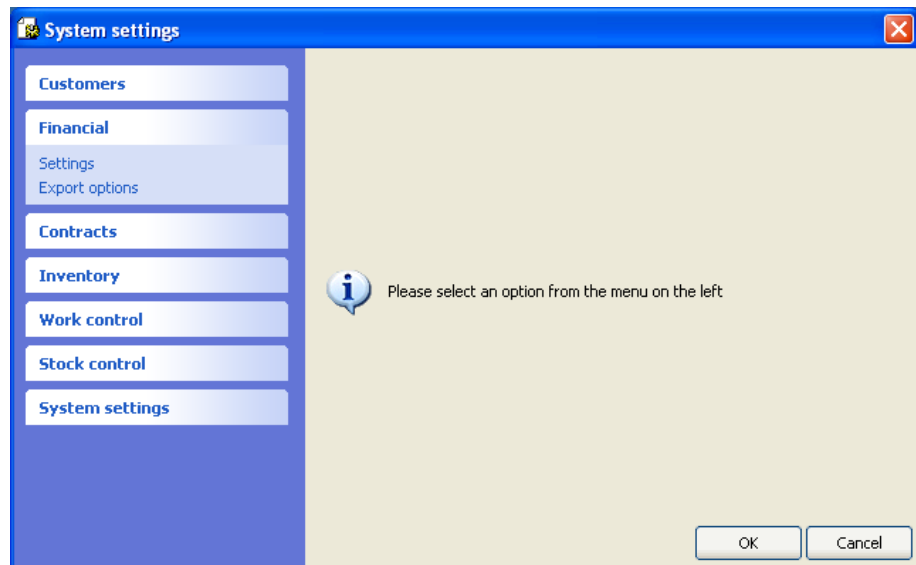
8. Click **Admin** from the Service Accent button bar, under **Settings**, click the **System settings** icon.



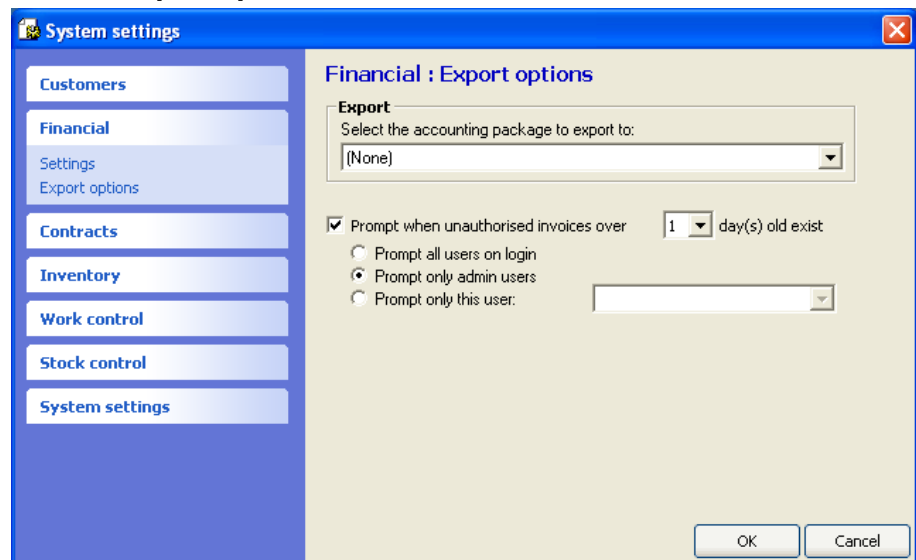
9. The following is displayed



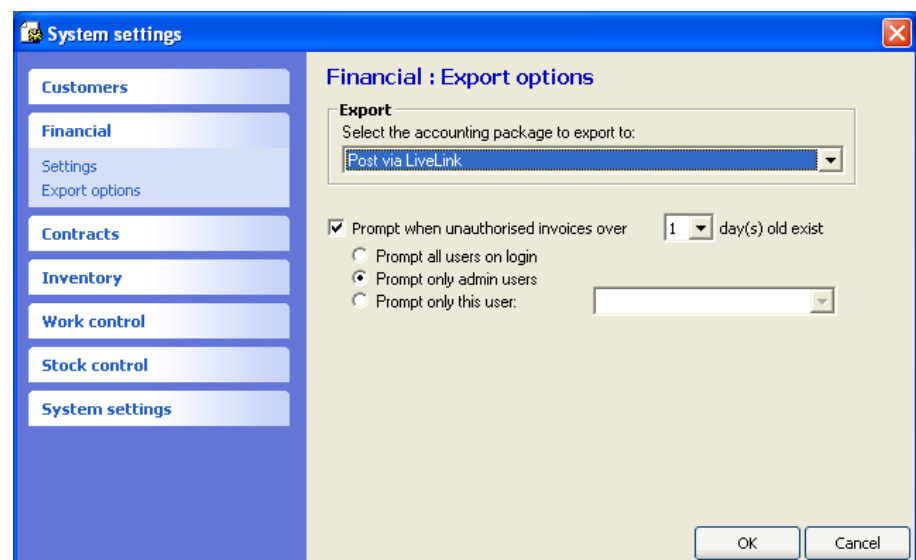
10. Click **Financial** and the following is shown



11. Click **Export options**



12. From the **Select the accounting package to export to** drop-down list, select **Post via LiveLink**.



13. Click **OK** to save the export option.



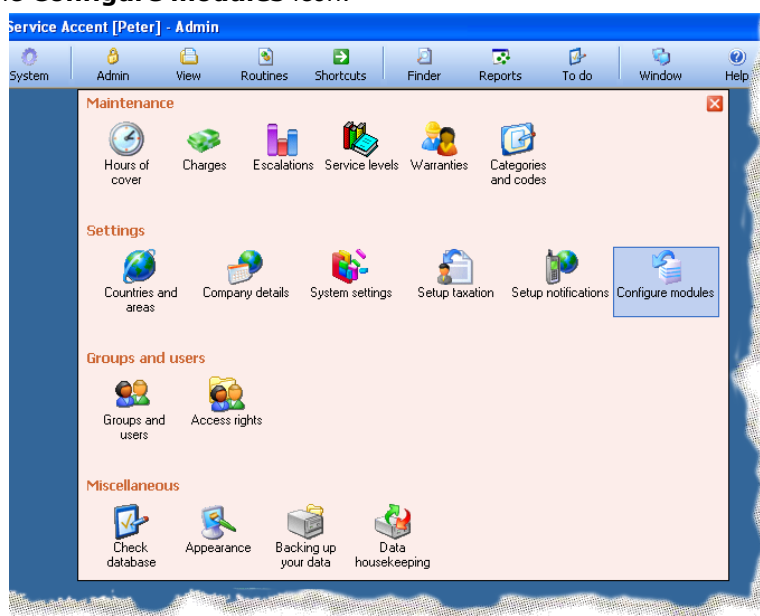
Configuring Service Accent For Sage Live Link

Before you can start using Sage Live Link, Service Accent needs to be configured. This configuration has to be done on each workstation running Service Accent.

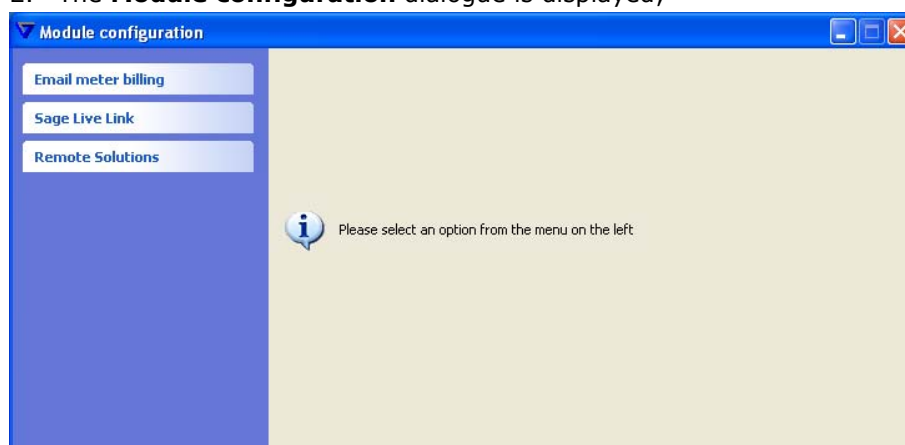
If the workstation does not have Sage 50 Accounts installed, you will have to install the Sage Data Objects Engine. This should be on your original Sage install cd. If not, this can be downloaded from <http://serviceaccent.com/setup> and then click on the Sage Live Link link.

To configure Service Accent for Sage Live Link

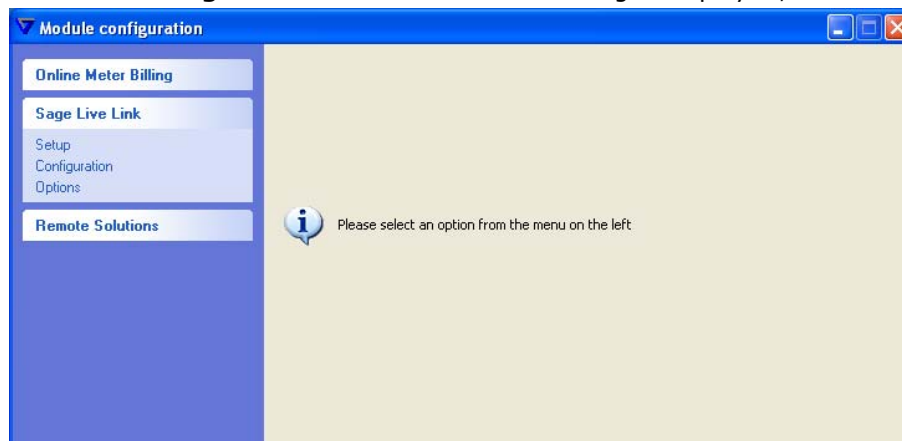
1. Click **Admin** from the Service Accent button bar, under **Settings**, click the **Configure modules** icon.



2. The **Module configuration** dialogue is displayed;



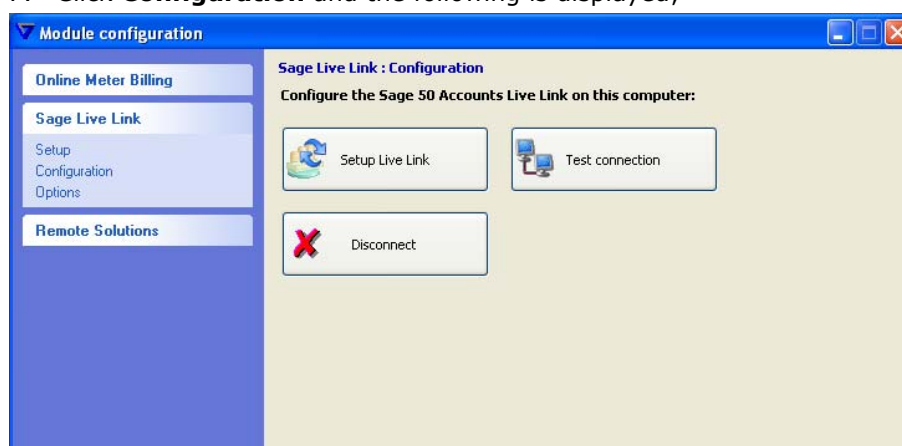
3. Click the **Sage Live Link** link and the following is displayed;



4. Click **Setup** and the following is displayed;




5. Select the version of Sage 50 Accounts that Service Accent is to connect to.
6. Click the **Save these settings** button. You will need to restart Service Accent if any changes are made.
7. Click **Configuration** and the following is displayed;

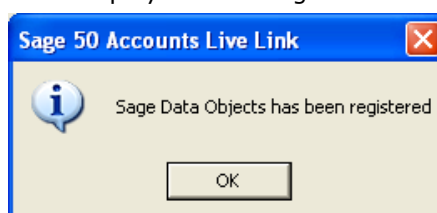


8. The configuration details shown are for configuring Sage 50 Accounts 2008, but the screens are the same for Sage 50 Accounts 2009.



9. Click **Setup Live Link** and the following is displayed

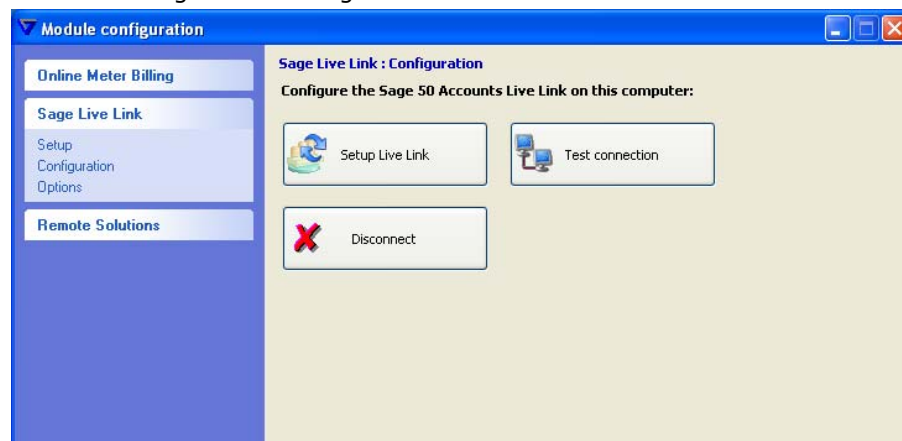
10. In the **Path to your Sage 50 Accounts data** field, enter the exact path to the folder containing your company data, alternatively click on the magnifying glass button to browse to the location. You must select the **accddata** folder in the correct company folder.
11. Service Accent Live Link must login to Sage 50 Accounts. Therefore it is recommended that you create additional users within Sage 50 Accounts (please refer to the Sage 50 Accounts setup guide for further instructions on creating users). You will need to create a user in Sage 50 Accounts for each Service Accent workstation. For example, if you have a 5 user version of Service Accent, you will need to create 5 users in Sage 50 Accounts. In the **Sage 50 Accounts login** field, enter the user name and in the **Sage 50 Accounts password** field, enter the password.
12. In the **Sage 50 SDO Serial Number** and **Sage 50 SDO Activation Key** fields, enter the same serial number and activation key as used in point 9 (page 8) of Sage 50 Accounts Configuration.
13. Click the **Test connection** button to populate the **Sage 50 Company** box with name of the company as setup in Sage 50 Accounts. You are unable to type into this field.
14. Click the  icon to register this workstation.
15. The following will be displayed if the registration is successful



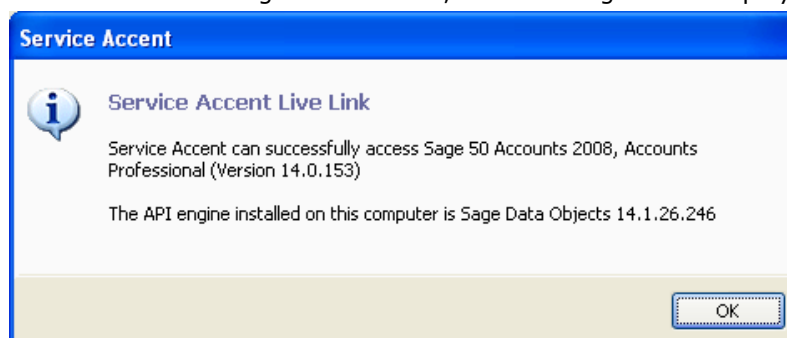
16. Click **OK** to acknowledge the message.
17. Click **OK** to close the configuration dialogue.

To test the connection to Sage 50 Accounts

1. To test the connection to your Sage 50 Accounts, from the Sage Live Link configuration dialogue



2. Click the **Test connection** button and if Service Accent can communicate with Sage 50 Accounts, the following will be displayed



3. If you receive any other message, please contact your support provider for assistance.

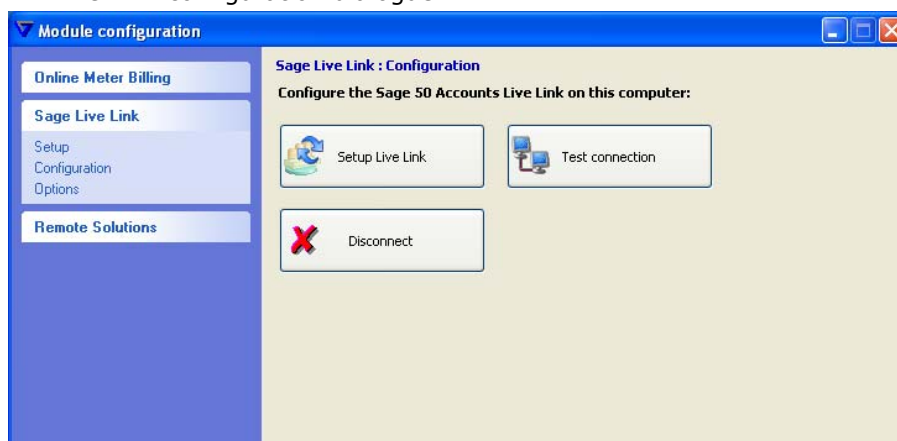
To disconnect the connection to Sage 50 Accounts

There are certain features in Sage 50 Accounts that require only one user to be logged in (Maintenance, Account deletion, Month end routines, for example). As Service Accent Sage Live Link is logged in as a user, you will need to either shut down Service Accent or temporarily disconnect.





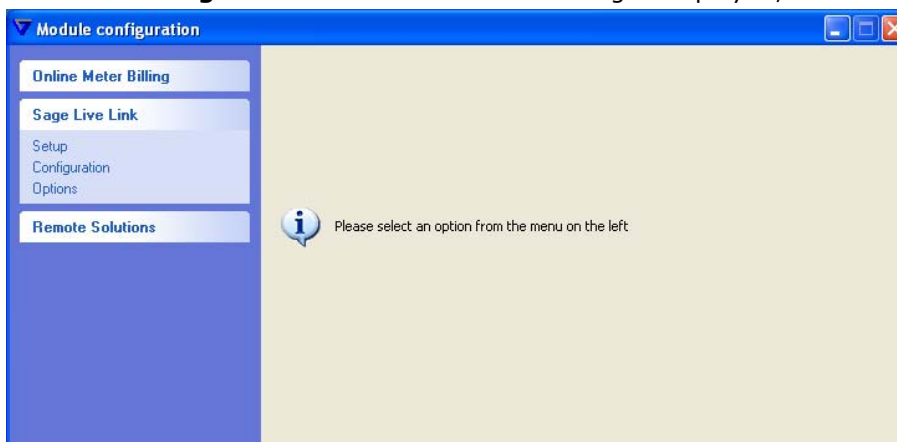
1. To disconnect the connection to your Sage 50 Accounts, from the Sage Live Link configuration dialogue



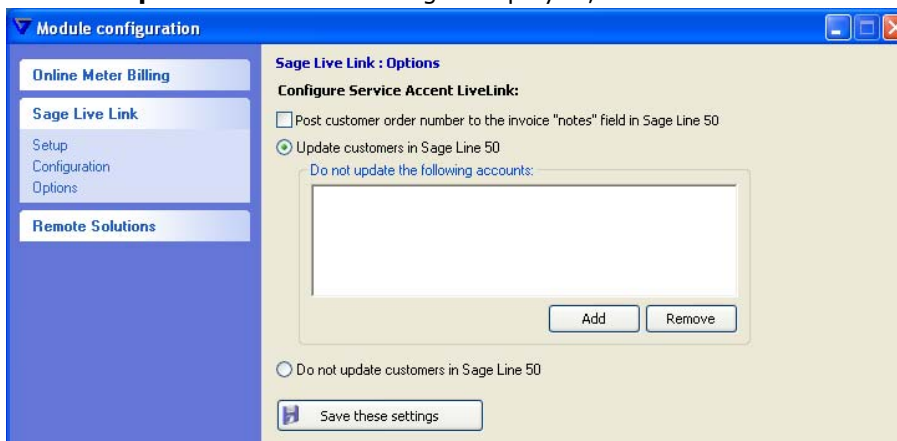
2. Click the **Disconnect** button to disconnect from Sage 50 Accounts.
3. You will now be able to run the routines in Sage 50 Accounts that require only one user to be logged in
4. Service Accent will reconnect automatically when a customer record is saved after creation or amendment or if the Export invoices routine is run. You can also reconnect manually by clicking the **Test connection** button (see page 20).

To set the options for Sage 50 Accounts

1. Click the **Sage Live Link** link and the following is displayed;

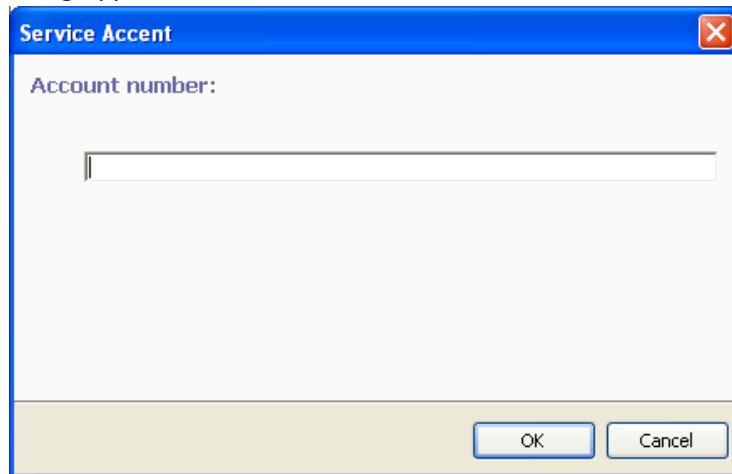


2. Click **Options** and the following is displayed;



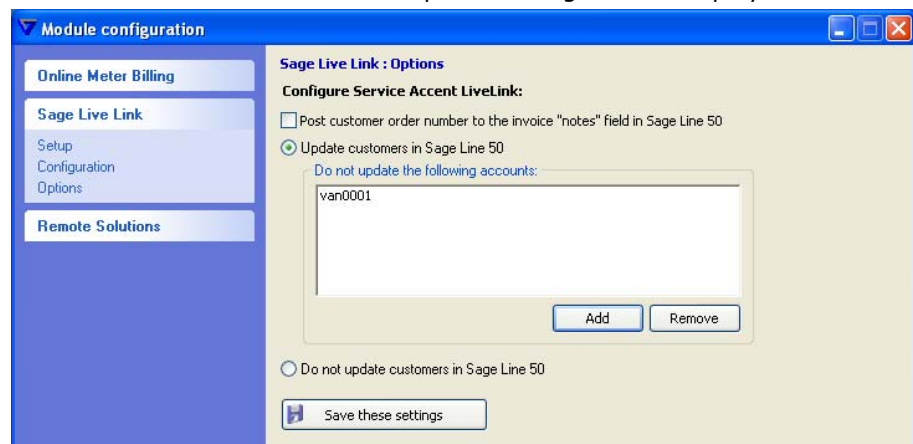
3. Enable **Post customer order number.....** to update the invoice notes field in Sage 50 Accounts with the customer order number from Service Accent.

4. To update the customer records in Sage 50 Accounts with details from Service Accent, enable **Update customers in Sage line 50**.
5. If specific customers are not to be updated on Sage 50 Accounts, click the **Add** button to add customers that are not to be updated and the following appears



The image shows a dialog box titled "Service Accent" with a close button (X) in the top right corner. Inside the dialog, there is a label "Account number:" followed by a text input field. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

6. Enter the **Account number** of the customer to exclude updating.
7. Click the **OK** button and the Options dialogue is re-displayed



The image shows a "Module configuration" dialog box. On the left is a sidebar with a tree view containing "Online Meter Billing", "Sage Live Link" (selected), "Setup", "Configuration", "Options", and "Remote Solutions". The main area is titled "Sage Live Link : Options" and "Configure Service Accent LiveLink:". It contains two radio buttons: "Post customer order number to the invoice 'notes' field in Sage Line 50" (unchecked) and "Update customers in Sage Line 50" (checked). Below the checked option is a text box labeled "Do not update the following accounts:" containing the text "van0001". There are "Add" and "Remove" buttons next to this text box. At the bottom, there is a "Save these settings" button.

8. If no customers are to be updated in Sage 50 Accounts, enable **Do not update customers in Sage line 50**.

Using Sage Live Link

Service Accent Sage Live Link can update Sage 50 Accounts when the following actions are performed in Service Accent.

- Creation of a new customer, amendment of an existing customer, adding a primary contact to a customer record, putting the customer on stop and retrieving information from Sage 50 Accounts
- Exporting invoices and credit notes


Each of these options are explained on the following pages.

Customer Information

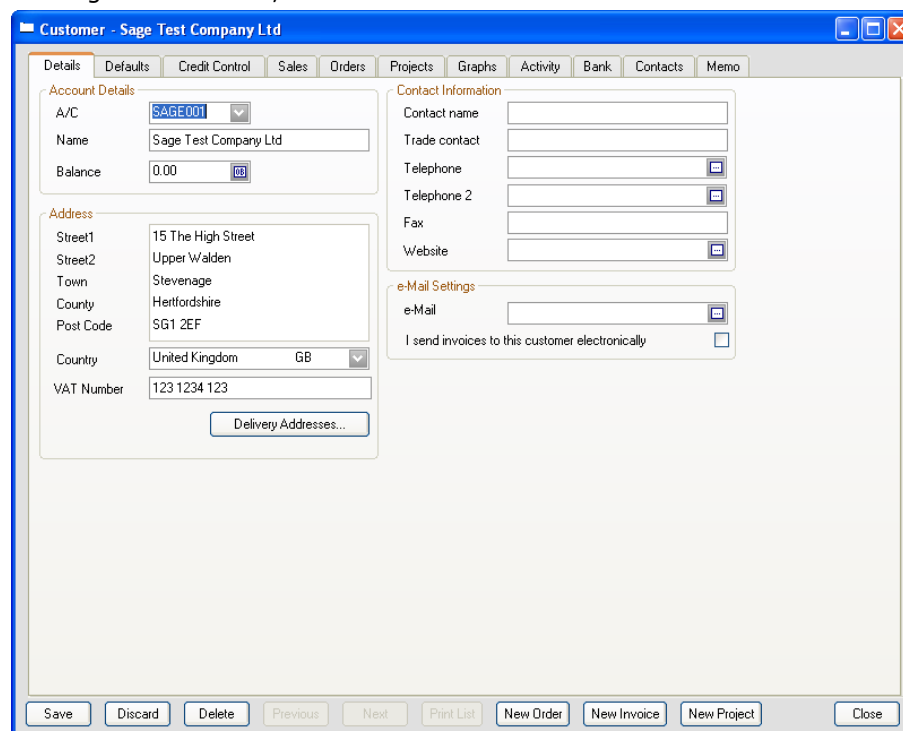
Please refer to the *Service Accent User Guide* for full details on creating new customers, amending customers, adding contacts and putting a customer on stop.

To create or amend a customer record

1. An example of a new customer record in Service Accent



2. Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below



3. When a customer record is created or amended, the following information automatically updates Sage 50 Accounts:



- Account number (from the **Details** tab)
 - Customer Name
 - Address 1
 - Address 2
 - Town
 - County
 - Postcode
 - Country
 - VAT Number
4. Sage 50 Accounts does not have Address line 3, so this part of the Service Accent address will not update Sage 50 Accounts.

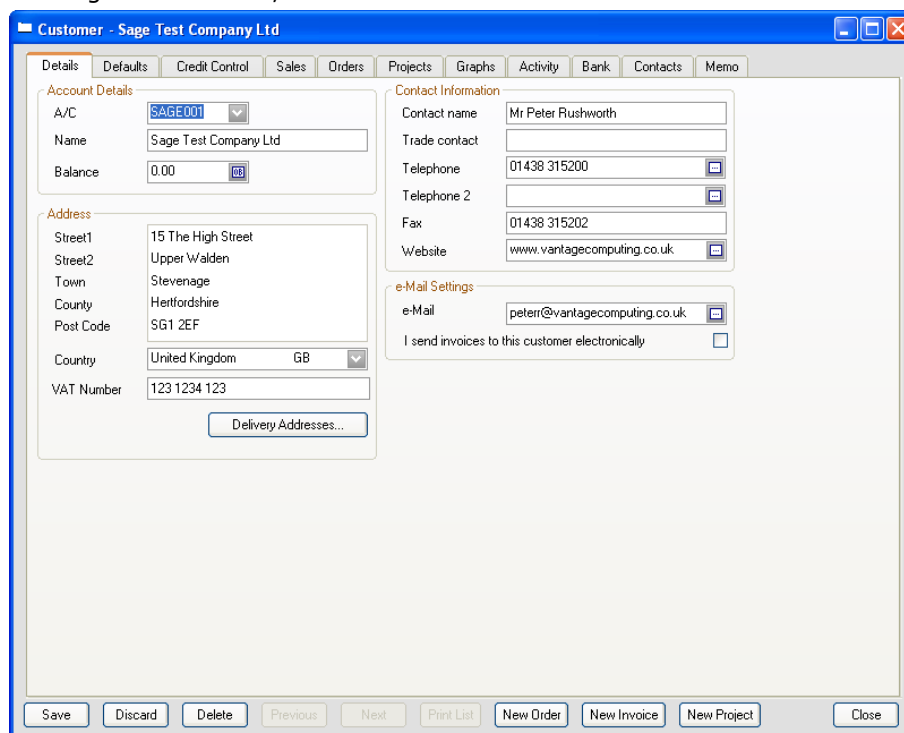
To create or amend a primary customer contact

When a contact is added to a customer record and marked as primary, and then the customer record saved, it will automatically update the main contact in Sage 50 Accounts. Any other contacts added to Service Accent, will not update Sage 50 Accounts.

1. An example of a customer contact in Service Accent

2. Click **Save** to save the contact record.

- Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below

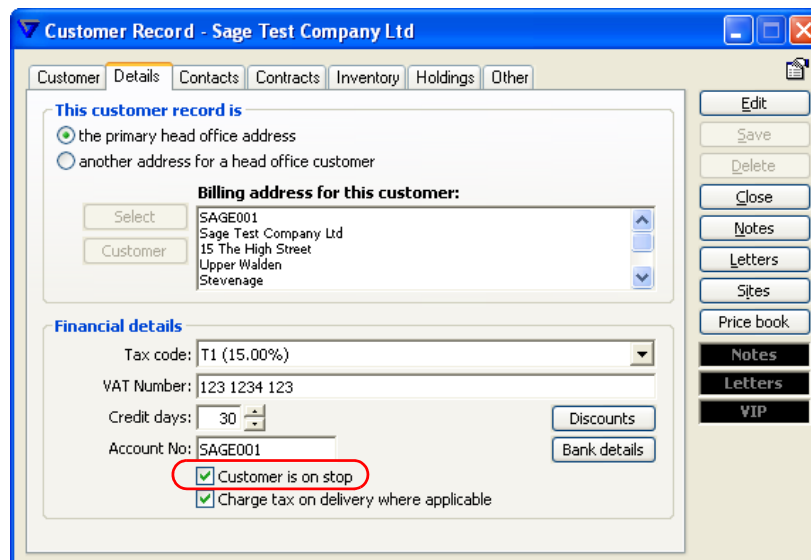


- When a customer contact is created or amended, the following information automatically updates Sage 50 Accounts:
 - Contact name
 - Telephone 1 (main telephone number in Service Accent)
 - Fax
 - Website (Internet address in Service Accent)
 - Email

To put a customer on stop

When a customer is put on stop in Service Accent, the customer record in Sage 50 Accounts is marked as account on hold. Putting an account on hold in Sage 50 Accounts will not update the on stop indicator in Service Accent.

- An example of a customer on stop in Service Accent





- Click **Save** to save the customer record. This automatically updates Sage 50 Accounts, as shown below

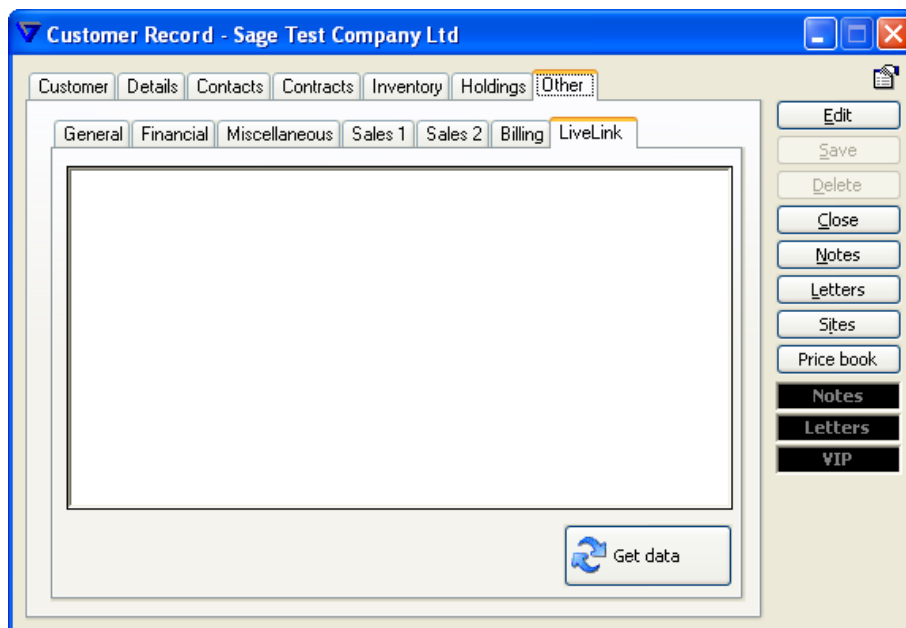
- The Memo field is updated to indicate which user in Service Accent put the account on hold.

To retrieve information from Sage 50

The current balance, last invoice date and memos can be retrieved from Sage 50 Accounts.

- Open a customer record in Service Accent and click the **Other** tab

- Click the **LiveLink** tab



3. Click the **Get data** button



4. The information retrieved is not saved in the Service Account customer record. As Sage 50 Accounts is not a static application, the data has to be retrieved manually each time the data is required.



Exporting invoices and credit notes

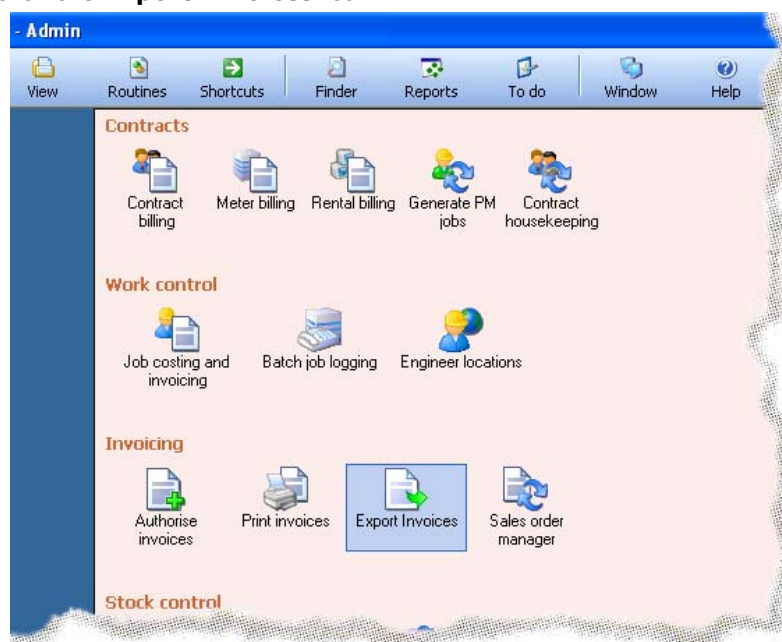
Please refer to the *Service Accent User Guide* for full details generating invoices and credits and authorising invoices.



After an invoice has been authorised, it cannot be printed until it has been posted to Sage 50 Accounts. This is because the Service Accent invoice number will be changed to the next available invoice/credit number in Sage 50 Accounts.

To export invoices and credit notes

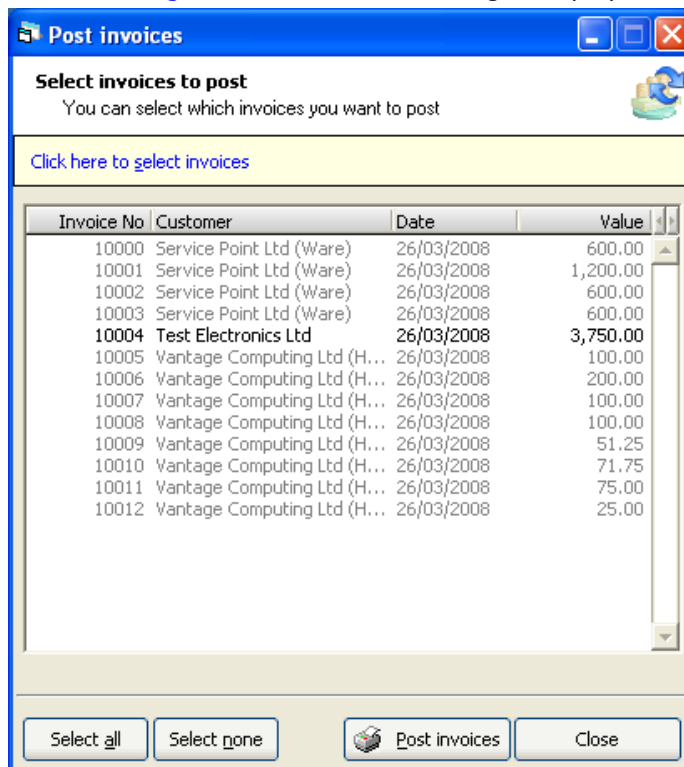
1. Click **Routines** from the Service Accent button bar, under **Invoicing**, click the **Export Invoices** icon.



2. The following is displayed

The 'Post invoices' dialog box has a title bar with standard window controls. The main content area is titled 'Select invoices to post' with the instruction 'You can select which invoices you want to post'. Below this is a link 'Click here to select invoices'. There are two input sections: 'Invoice' with 'From:' (containing '1') and 'To:' (containing '999999999') fields, and 'Invoice Date' with 'From:' and 'To:' fields. A 'Find matching invoices' link is below the Invoice section. At the bottom are buttons for 'Select all', 'Select none', 'Post invoices' (with a document icon), and 'Close'.

3. From the **Invoice** area, select the Service Accent invoice numbers or credit notes numbers to post. The default is from 1 to 999999999, this will select all authorised invoices and credit notes.
4. In the **Invoice Date** area, select the invoice date range for the invoices and credit notes to post. The default is blank, which will select all authorised invoices and credit notes.
5. Click [Find matching invoices](#) and the following is displayed



Invoice No	Customer	Date	Value
10000	Service Point Ltd (Ware)	26/03/2008	600.00
10001	Service Point Ltd (Ware)	26/03/2008	1,200.00
10002	Service Point Ltd (Ware)	26/03/2008	600.00
10003	Service Point Ltd (Ware)	26/03/2008	600.00
10004	Test Electronics Ltd	26/03/2008	3,750.00
10005	Vantage Computing Ltd (H...	26/03/2008	100.00
10006	Vantage Computing Ltd (H...	26/03/2008	200.00
10007	Vantage Computing Ltd (H...	26/03/2008	100.00
10008	Vantage Computing Ltd (H...	26/03/2008	100.00
10009	Vantage Computing Ltd (H...	26/03/2008	51.25
10010	Vantage Computing Ltd (H...	26/03/2008	71.75
10011	Vantage Computing Ltd (H...	26/03/2008	75.00
10012	Vantage Computing Ltd (H...	26/03/2008	25.00

6. Click [Click here to select invoices](#) to redefine your search criteria.
7. All the invoices in the range selected will be displayed. The invoices shown in light grey indicate that there is a missing nominal code on one or all of the invoice lines. These nominal codes must be added to the invoice before it can be posted. The invoices shown in black have nominal codes and can be posted to Sage 50 Accounts.



8. To view an invoice, highlight the invoice/credit note and right click.

Post invoices

Select invoices to post
You can select which invoices you want to post

[Click here to select invoices](#)

Invoice No	Customer	Date	Value
10000	Service Point Ltd (Ware)	26/03/2008	600.00
10001	Service Point Ltd (Ware)	26/03/2008	1,200.00
10002	Service Point Ltd (Ware)	26/03/2008	600.00
10003	Service Point Ltd (Ware)	26/03/2008	600.00
10004	Test Electronics Ltd	26/03/2008	3,750.00
10005	Vantage	008	100.00
10006	Vantage	008	200.00
10007	Vantage	008	100.00
10008	Vantage	008	100.00
10009	Vantage	008	51.25
10010	Vantage	008	71.75
10011	Vantage	008	75.00
10012	Vantage Computing Ltd (H...	26/03/2008	25.00

Context menu options:
 Open this invoice
 Print invoice
 Notes
 Properties

Buttons: Select all, Select none, Post invoices, Close

9. Then click **Open this invoice**

Invoice - 10004 (Contract)

Tabs: 1 Summary | 2 Details | 3 Line item | 4 Tax breakdown | 5 Live link

Invoice to | Deliver to

Test Electronics Ltd
 15 The High Street North
 Upper Middle Broadway
 Low Street West
 Stevenage
 herts
 SG1 2EF

Invoice Value

Net value: 3,750.00
 VAT/Tax value: 656.28
 VAT/Tax desc: T1 (17.50%)
 Gross value: 4,406.28
 Exchange rate: 1.000
 Invoiced as: £3,750.00

Invoice No: 10004
 Account No: TEST01
 Invoice date: 26 Mar 2008
 Due date: 25 Apr 2008

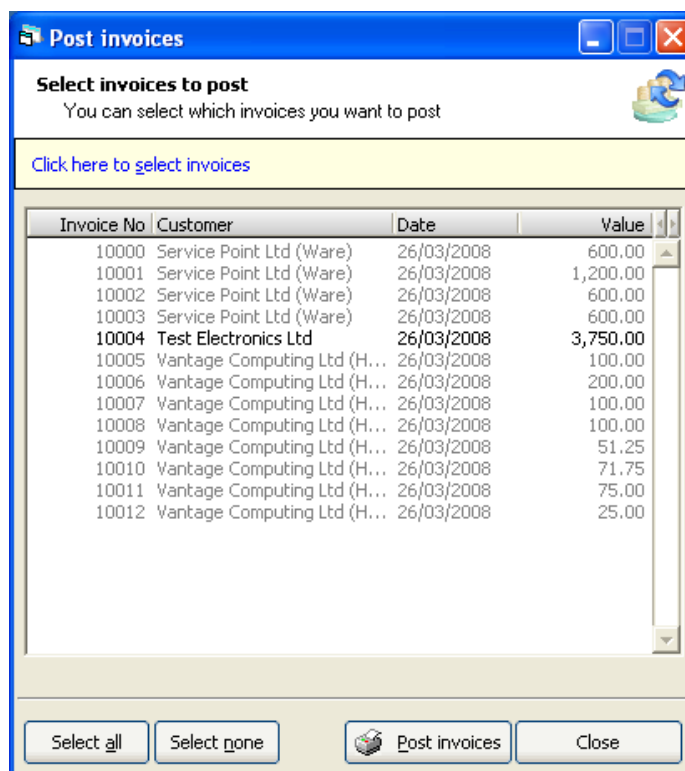
☐ Printed
☐ Query
☐ Exported

Order No: TEST01

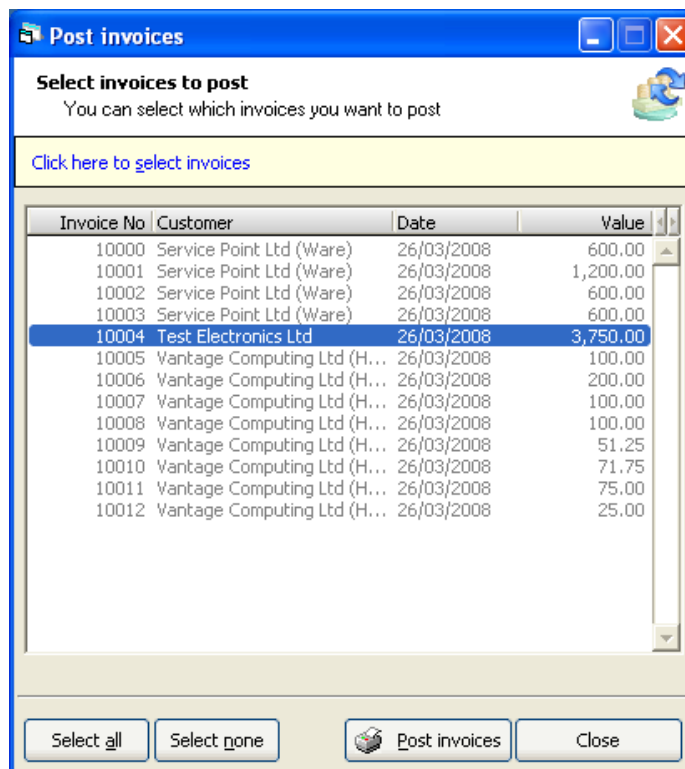
Buttons: Edit, Save, Delete, Close, Notes, Print, Re-bill, Authorise, Credit this, Document, Voucher, Authorised, Query, Credited

10. Please refer to the *Service Accent User Guide* for further details on this invoice dialogue (including how to add nominal codes).

11. Click **Close** and the **Post Invoices** dialogue is redisplayed



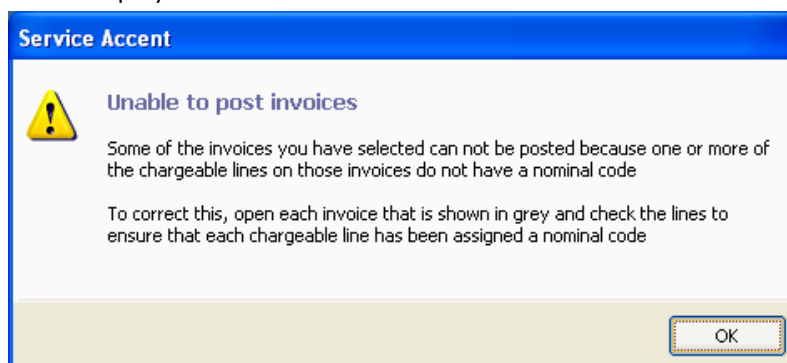
12. To select all invoices to post, click the **Select all** button.
13. To select individual invoices to post, press **Control** and click with the mouse on the required invoices.
14. To clear your selection of invoices to post, click the **Select none** button.



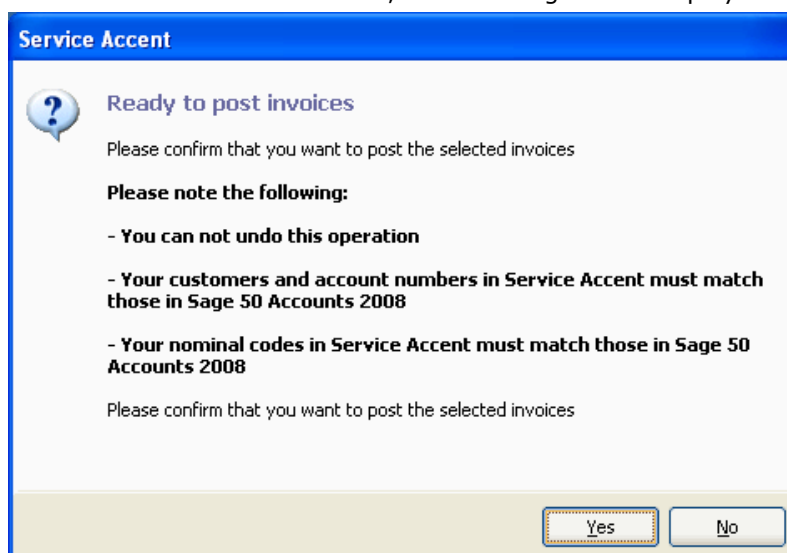
15. To post the selected invoices, click the **Post invoices** button.



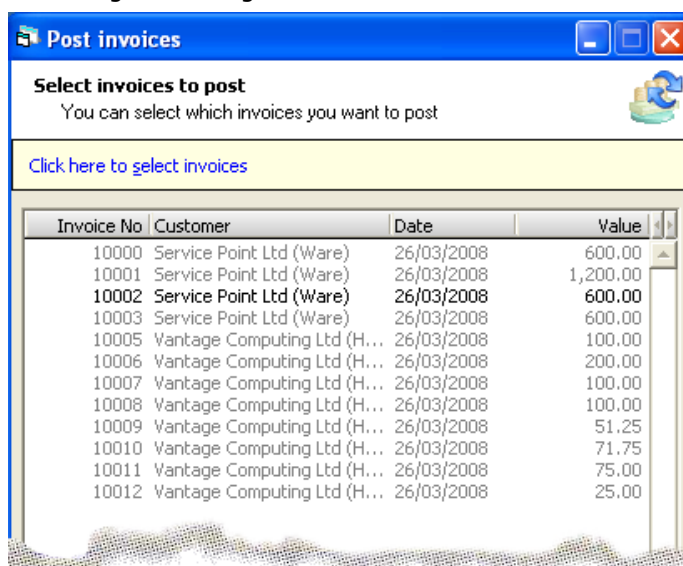
16. If a grey invoice has been selected for posting, the following message will be displayed



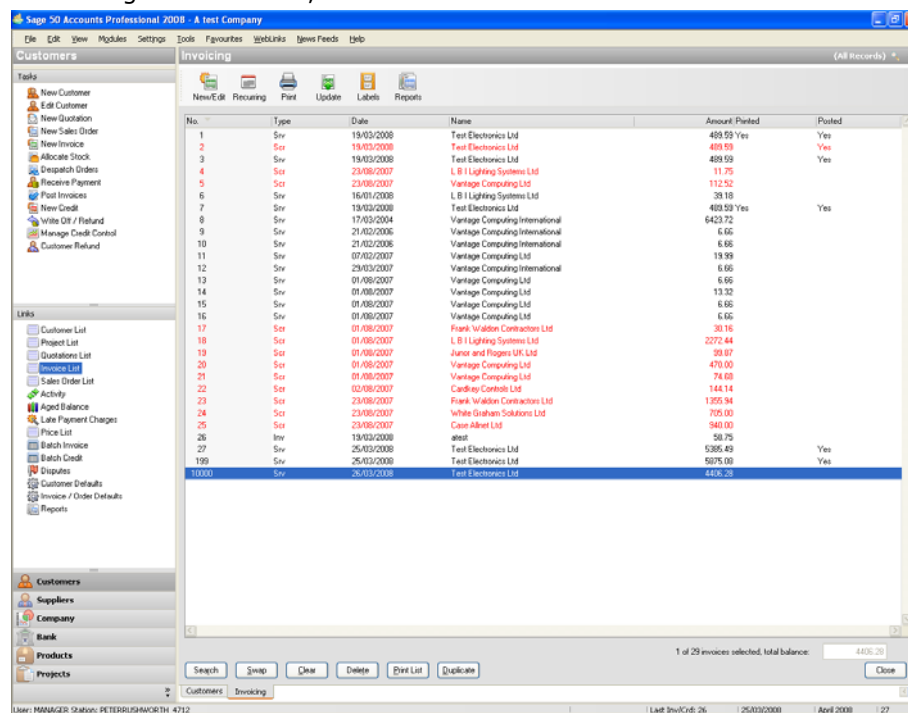
17. The invoices cannot be posted because one or more of the invoice lines does not have a nominal code. Click **OK** to acknowledge the message and amend the invoices as required.
18. If the invoice has nominal codes, the following will be displayed



19. Click the **Yes** button to confirm that you want to post the selected invoices. The posting process cannot be undone.
20. The selected invoices will be automatically posted to Sage 50 Accounts and the Post invoices dialogue is redisplayed with the invoices just posted no longer showing.



21. In Sage 50 Accounts, the invoices are added to the invoices list



22. The next step is to update the customer transaction list with this invoice. Highlight the invoices to post and then click the **Update** button.

23. In Service Accent, the invoice number will be replaced with the next sequential invoice number from Sage 50 Accounts. In this case the Service Accent invoice number was 10004, but the next sequential number in Sage 50 is 10000, so the invoice number in Service Accent is changed to 10000

24. Click the **Live Link** tab



25. This tab shows the new invoice number and the date the invoice was posted to Sage 50 Accounts.

26. The invoice can now be printed and sent to the customer.

27. Each time a **Post via LiveLink** is completed a log file is written to the \AccentDB\Logs\LiveLink folder and file name is YYYYMMDD_nnn.txt where YYYY is the year, MM is the month number, DD is the day and nnn is a sequential number. This log file can be opened with notepad.exe and shows details of the post

28. The log file will show the original Service Accent invoice number and the new Sage 50 Accounts invoice number.

